



# Annual Report

Fiscal Year July 1, 2015 - June 30, 2016

## MISSOURI VETERANS COMMISSION

### FY 2016 Quick Facts

**21,368,156** Veterans in the U. S.

**482,094** Veterans in Missouri

**442,937** Male Veterans

**39,157** Female Veterans

**60-64** Avg. Age of Male MO Vets

**45-49** Avg. Age of Female MO Vets

**15<sup>th</sup>** largest state population of Veterans in the nation

**34,415** retired military personnel report Missouri as home of record

**112,851** Veteran contacts with MVC Veteran Service Officers

**1,984** Veterans cared for at MVC Veterans Homes

**\$3.55** billion in total VA expenditures in Missouri

**\$1.62** billion in Compensation & Pension Payments to Missouri Veterans

**\$199** million in Education, Voc Rehab, and Employment benefits to Missouri Veterans

**\$1.47** billion in VA Healthcare to Missouri Veterans

**140,929** unique patients used VA Healthcare in Missouri

“Plan the Flight – Fly the Plan” was our organizational theme for FY 2016. Our direction focused on making significant strides in expanding the Missouri Veterans Commission’s electronic communication systems.

Our Homes Program fully implemented the electronic health records system to include electronic medication administration. We completed and operationalized the anti-wandering and security systems in each of our seven homes. We will continue to move towards a paperless record environment.

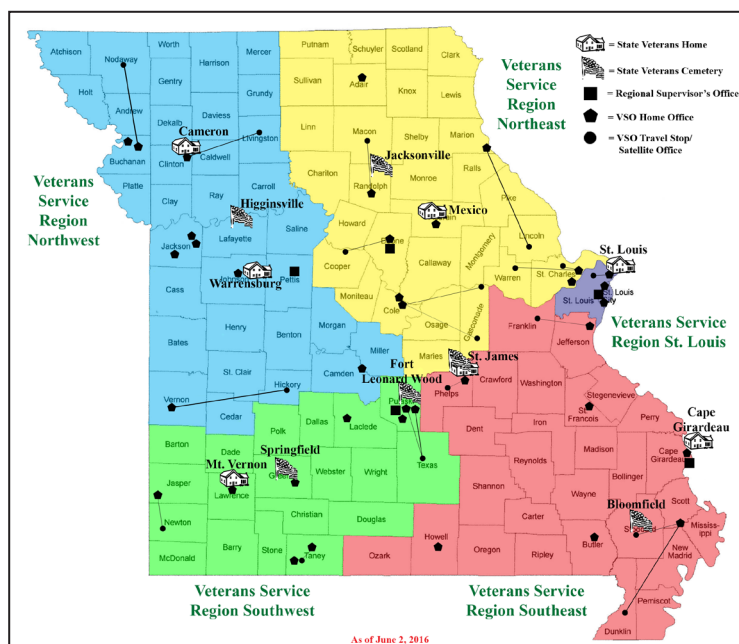


Larry D. Kay  
Executive Director

The Veterans Service Program fully implemented the Veterans Benefits Claims System. We made significant strides to increase Veterans Service Officer (VSO) salaries. We conducted audits of all VSO offices to improve efficiencies and achieved a 54.3% Fully Developed Claims rate.

Our Cemetery Program developed and utilized an Excellence in Appearance checklist and instituted a peer review process. We continue to strive for National Shrine Status for all five operational cemeteries.

Our partnership with the Missouri Association of Veterans Organizations (MAVO) and the United States Department of Veterans Affairs remains steadfast as we Fly the Plan to serve Missouri’s Veterans and continue to urge all Veterans to See a Veteran Service Officer, Sign up for VA Healthcare, and Join a Veterans Service Organization.



# FY 2016 Successes

The Fiscal Year 2016 Game Plan once again set the tone for our operational direction. We made significant strides in expanding our electronic communication systems.

Successes for FY 2016 include:

## Homes Program

- The Electronic Health Record is fully implemented and includes the electronic medication administration system
- The Homes Program continues to work towards paperless health records
- The anti-wandering and security systems are installed and completely operationalized

## Veterans Service Program

- Fully implemented Veterans Benefits Claims System
- Updated and modernized our Veterans Service Offices in St. Robert, Branson and Kansas City
- Increased Veterans Service Officer salaries
- Conducted audit reviews of all VSO offices to improve efficiencies in our Veterans Service Program
- Achieved 54.3% Fully Developed Claims

## Cemeteries Program

- Finalized administrative checklists
- Finalized operational checklists
- Developed and utilized an Excellence in Appearance checklist and instituted peer reviews of cemeteries
- Continued to strive for National Shrine standards at all cemeteries
- Ensured resources were available to cemeteries for grounds appearance
- Continued to refine SharePoint content

## Construction

- Completed parking lot upgrades at Mexico Veterans Home
- Started design of HB 19 bonding fund projects at six Veterans Homes
- Started design of major renovation at St. James Veterans Home
- Completed new statewide anti-wander management systems in Veterans Homes
- Completed upgrades to therapy pool at St. Louis Veterans Home
- Completed parking lot upgrades at Cameron Veterans Home
- Completed renovation of CBOC at Mexico Veterans Home
- Completed renovation of CBOC at Warrensburg Veterans Home
- Secured and renovated new Minority Veterans Coordinator, office space in Kansas City
- Secured and renovated new Veterans Service Officer office space at Branson
- Secured and renovated new Veterans Service Officer office space in St. Robert



*Health Information Management Department Head Marisa Flowers instructs nursing assistants Mark Kirkwood and Sophie Atkinson regarding the kiosk for electronic medical record documentation.*



*Veteran Frank Dybell of the Cape Girardeau Veterans Home takes a ride on the wheelchair tandem bicycle that was purchased for the home by American Legion Riders Chapter 158 of Jackson, MO.*

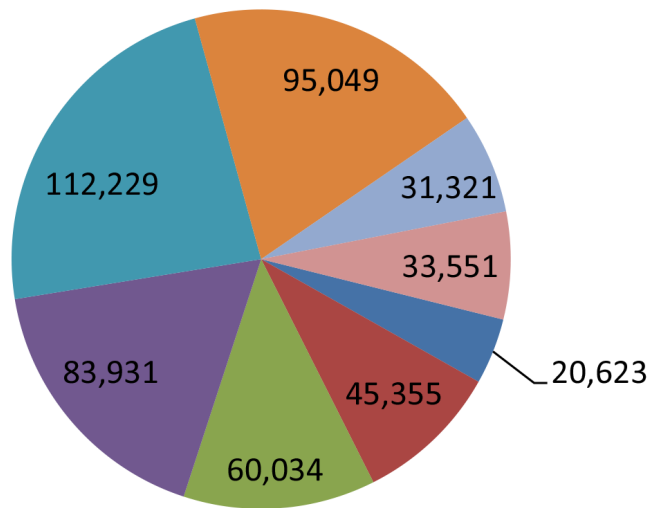


*Staff from the Fort Leonard Wood Veterans Cemetery are working to raise, realign, and when necessary, replace the headstones at the historic St. James Veterans Home Cemetery.*

# FY 2016 Snapshot of MO Veterans

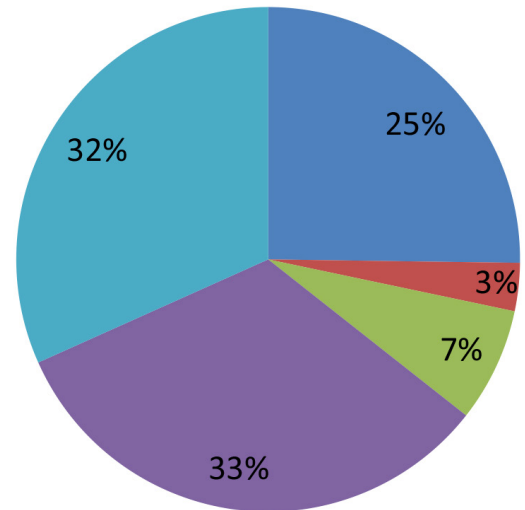
**Missouri Veterans by Age 2016**

>30 30-39 40-49 50-59  
60-69 70-79 80-84 85+



**2016 Missouri Veterans by Conflict Era**  
(some overlap between eras)

Peacetime WWII Korea Vietnam Gulf War



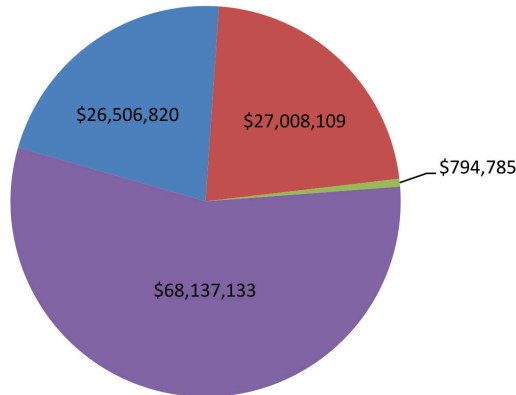
**Missouri Veterans by County FY 2016**

Adair	1,368	Clay	19,840	Iron	1,067	Montgomery	1,151	St. Clair	1,067
Andrew	1,384	Clinton	2,121	Jackson	45,452	Morgan	2,252	Ste. Genevieve	1,566
Atchison	524	Cole	7,217	Jasper	9,685	New Madrid	1,458	St. Francois	6,256
Audrain	1,855	Cooper	1,240	Jefferson	20,706	Newton	5,090	St. Louis	65,709
Barry	2,915	Crawford	2,225	Johnson	6,628	Nodaway	1,404	St. Louis City	16,709
Barton	1,035	Dade	829	Knox	315	Oregon	930	Saline	1,511
Bates	1,384	Dallas	1,430	Laclede	3,470	Osage	981	Schuyler	298
Benton	2,389	Daviess	725	Lafayette	2,828	Ozark	1,002	Scotland	349
Bollinger	1,089	DeKalb	1,402	Lawrence	3,400	Pemiscot	1,190	Scott	2,982
Boone	10,783	Dent	1,364	Lewis	719	Perry	1,466	Shannon	693
Buchanan	7,322	Douglas	1,049	Lincoln	4,836	Pettis	3,530	Shelby	576
Butler	3,969	Dunklin	2,102	Linn	1,118	Phelps	4,471	Stoddard	2,627
Caldwell	831	Franklin	8,343	Livingston	1,275	Pike	1,792	Stone	4,066
Callaway	4,217	Gasconade	1,412	McDonald	1,575	Platte	7,194	Sullivan	488
Camden	4,539	Gentry	631	Macon	1,163	Polk	2,838	Taney	4,246
Cape Girardeau	6,281	Greene	24,471	Madison	1,120	Pulaski	8,875	Texas	2,915
Carroll	811	Grundy	849	Maries	903	Putnam	396	Vernon	1,441
Carter	544	Harrison	689	Marion	2,397	Ralls	829	Warren	3,031
Cass	9,506	Henry	2,480	Mercer	350	Randolph	2,335	Washington	2,036
Cedar	1,443	Hickory	1,169	Miller	2,125	Ray	1,798	Wayne	1,350
Chariton	711	Holt	484	Mississippi	796	Reynolds	667	Webster	3,613
Christian	7,390	Howard	952	Moniteau	1,329	Ripley	1,197	Worth	218
Clark	564	Howell	3,660	Monroe	734	St. Charles	30,494	Wright	1,486

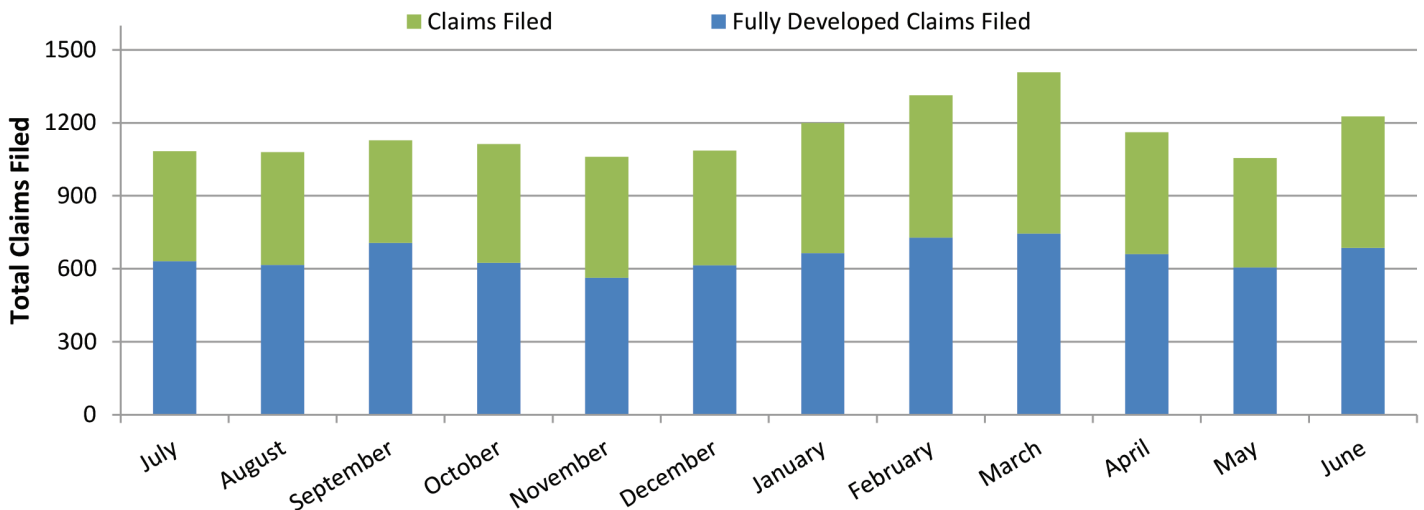
# 2016 Year at a Glance

## Major Sources of Revenue FY 16

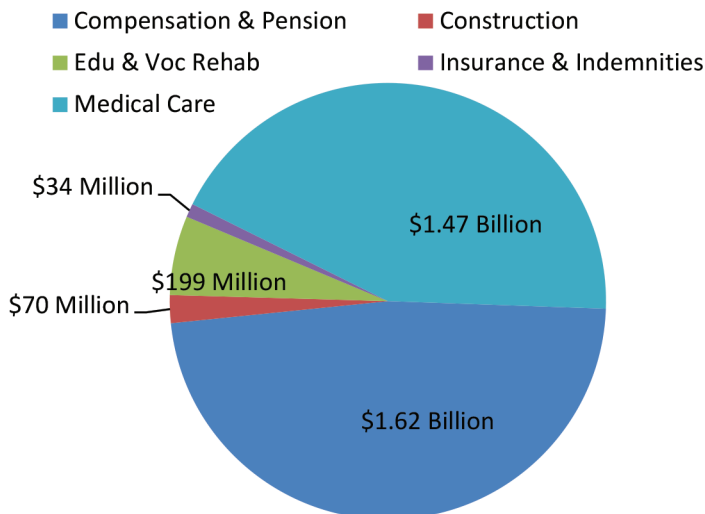
■ Gaming Commission Transfers ■ Resident Rates ■ VA Burial Allowance ■ VA Per Diem



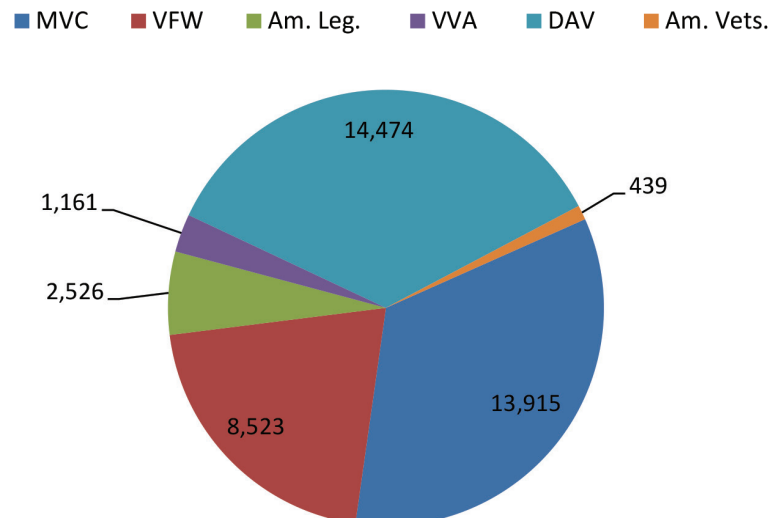
## Veterans Service Program FY 16 Claims Filed



## VA Expenditures to Missouri Veterans Federal FY 15

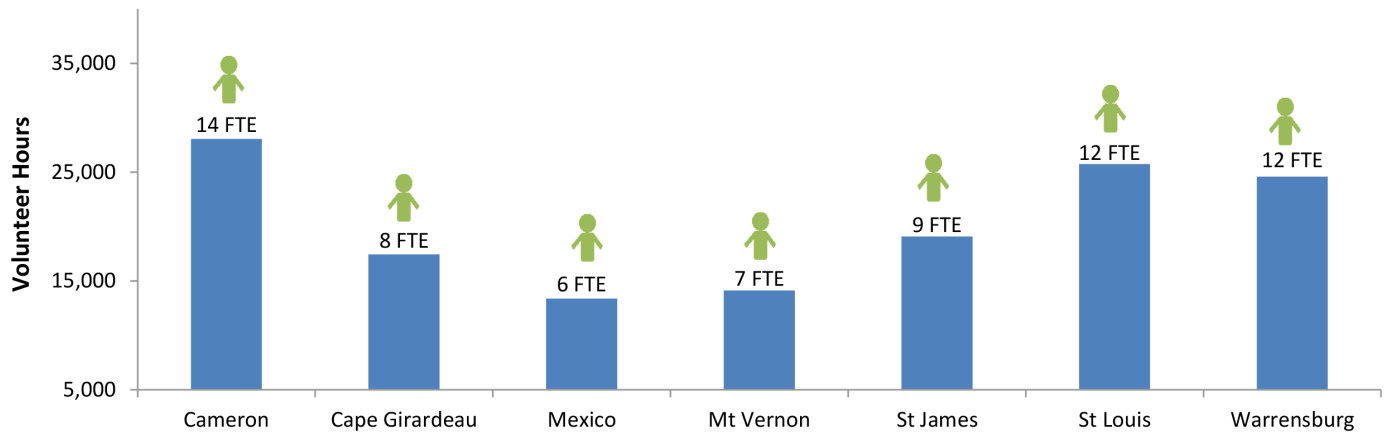


## Service Organization Claims Filed FY 16



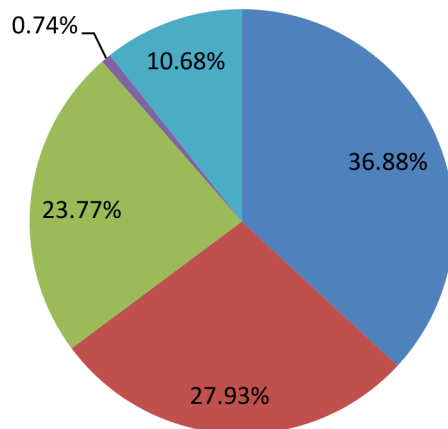
# 2016 Year at a Glance

## Volunteer Hours by Home FY 16 142,435 Total Volunteer Hours - Equivalent to 68 FTE



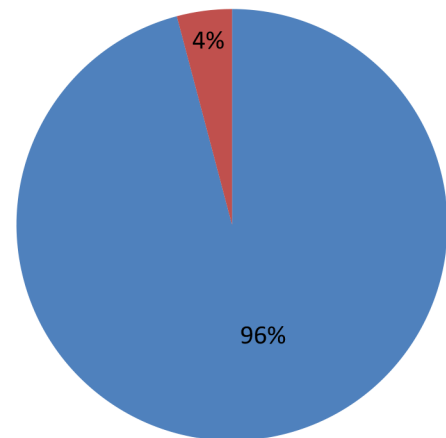
## Veterans Homes by Period Served FY 16

■ WW II ■ Korea ■ Vietnam ■ Gulf War ■ Peacetime



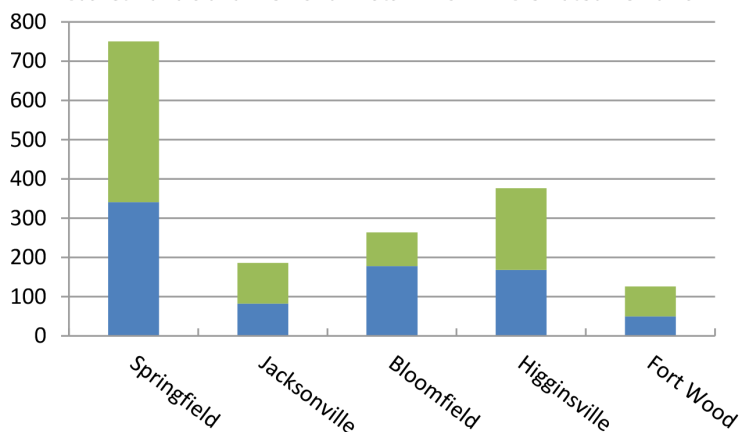
## Veterans Homes by Gender FY 16

■ Men ■ Women



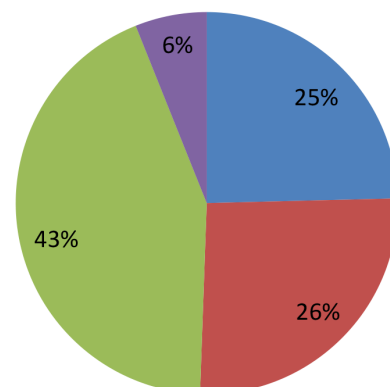
## Total Interments FY 16

■ Casket Burials and Memorial Plots FY 16 ■ Cremated Remains FY 16



## Interments by Conflict-Era FY 16

■ WWII ■ Korea ■ Vietnam ■ Gulf War





# Service Officer Directory

## Northeast Veterans Service Region

<b>Regional Supervisor</b>	<b>636-949-7900</b>
Adair	660-785-2460
Audrain	573-581-1088 xt. 1258
Boone	573-882-5135
Callaway	573-882-5135
Chariton	660-263-4960
Clark	573-248-2550
Cole	573-751-3779
Cooper	573-882-5135
Gasconade	573-751-3779
Howard	573-882-5135
Knox	660-785-2460
Lewis	573-248-2550
Lincoln	573-248-2550
Linn	660-263-4960
Macon	660-263-4960
Maries	573-751-3779
Marion	573-248-2550
Moniteau	573-751-3779
Monroe	660-263-4960
Montgomery	573-581-1088 xt. 1258
Osage	573-751-3779
Pike	573-248-2550
Putnam	660-785-2460
Ralls	573-248-2550
Randolph	660-263-4960
Schuyler	660-785-2460
Scotland	660-785-2460
Shelby	573-248-2550
St. Charles	636-949-7900
Sullivan	660-785-2460
Warren	636-949-7900

## Southwest Veterans Service Region

<b>Regional Supervisor</b>	<b>573-451-2533</b>
Barry	417-466-7103
Barton	417-629-3538
Christian	417-895-6532
Dade	417-466-7103
Dallas	417-532-6754
Douglas	417-320-6150
Greene	417-895-6532
Jasper	417-629-3538
Laclede	417-532-6754
Lawrence	417-466-7103
McDonald	417-629-3538
Newton	417-629-3538
Polk	417-895-6532
Pulaski	573-451-2533
Stone	417-320-6150
Taney	417-320-6150
Texas	573-451-2533
Webster	417-895-6532
Wright	417-532-6754

## Northwest Veterans Service Region

<b>Regional Supervisor</b>	<b>660-530-5544</b>
Andrew	816-387-2841
Atchison	816-387-2841
Bates	417-448-1133
Benton	660-530-5544

## Northwest Veterans Service Region (con't)

Buchanan	816-387-2841
Caldwell	816-632-6010 xt. 236
Camden	573-348-2641
Carroll	816-632-6010 xt. 236
Cass	816-655-3491
Cedar	417-448-1133
Clay	816-387-2841
Clinton	816-632-6010 xt. 236
Daviess	816-632-6010 xt. 236
DeKalb	816-632-6010 xt. 236
Gentry	816-387-2841
Grundy	816-632-6010 xt. 236
Harrison	816-632-6010 xt. 236
Henry	660-543-7930
Hickory	417-448-1133
Holt	816-387-2841
Jackson	816-655-3491
Johnson	660-543-7930
Lafayette	660-543-7930
Livingston	816-632-6010 xt. 236
Mercer	816-632-6010 xt. 236
Miller	573-348-2641
Morgan	573-348-2641
Nodaway	816-387-2841
Pettis	660-530-5544
Platte	816-387-2841
Ray	660-543-7930
Saline	660-530-5544
St. Clair	417-448-1133
Vernon	417-448-1133
Worth	816-387-2841

## Southeast Veterans Service Region

<b>Regional Supervisor</b>	<b>573-290-5752</b>
Bollinger	573-290-5752
Butler	573-840-9770
Cape Girardeau	573-290-5752
Carter	573-840-9770
Crawford	573-265-3271 ext. 276
Dent	573-265-3271 ext. 276
Dunklin	573-472-5350
Franklin	636-287-1721
Howell	417-256-3452
Iron	573-218-6130
Jefferson	636-287-1721
Madison	573-218-6130
Mississippi	573-472-5350
New Madrid	573-472-5350
Oregon	417-256-3452
Ozark	417-256-3452
Pemiscot	573-472-5350
Perry	573-290-5752
Phelps	573-265-3271 ext. 276
Reynolds	573-218-6130
Ripley	573-840-9770
Scott	573-472-5350
Shannon	417-256-3452
St. Francois	573-218-6130
Ste. Genevieve	573-218-6130
Stoddard	573-472-5350

## Southeast Veterans Service Region (con't)

Washington	573-218-6130
Wayne	573-840-9770

## St. Louis Veterans Service Region

<b>Regional Supervisor</b>	<b>314-552-9885</b>
St. Louis City	314-552-9885
St. Louis County	314-340-6389 ext. 428
St. Louis County (Veterans Home)	314-340-6389 ext. 242



Missouri Veterans Commission  
205 Jefferson Street, 12th Floor  
P.O. Drawer 147  
Jefferson City, MO 65102-0147  
573-751-3779

[www.mvc.dps.mo.gov](http://www.mvc.dps.mo.gov)  
[facebook.com/MissouriVeteransCommission](https://facebook.com/MissouriVeteransCommission)

## Veterans Homes

St. James	573-265-3271
Mt. Vernon	417-466-7103
Mexico	573-581-1088
Cape Girardeau	573-290-5870
St. Louis	314-340-6389
Cameron	816-632-6010
Warrensburg	660-543-5064

## Veterans Cemeteries

Springfield	417-823-3944
Higginsville	660-584-5252
Bloomfield	573-568-3871
Jacksonville	660-295-4237
Ft. Leonard Wood	573-774-3496

## Veterans Outreach

Incarcerated Veterans	314-340-2609
Minority Veterans	816-889-2050
Outreach Specialist	573-522-4228
Veteran Ombudsman	573-522-4220
Women Veterans	314-340-2607